



Education and Training  
Inspectorate

European Social Fund provision in  
Action on Hearing Loss  
Specialist Employment Programme

Report of a Quality Improvement  
Planning Inspection in  
November 2019



The Education and Training Inspectorate  
Promoting Improvement

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## **Introduction**

In November 2019, the Education and Training Inspectorate (ETI) carried out a quality improvement planning inspection of Action on Hearing Loss to evaluate the effectiveness of the project promoter's self-evaluation and quality improvement planning processes. At the last inspection in January 2017, the project promoter demonstrated a high level of capacity to identify and bring about improvement.

## **Focus of the quality improvement planning inspection**

The quality improvement planning inspection focused on the following key areas which the organisation had prioritised for improvement through its self-evaluation and quality improvement planning processes:

- to develop further the self-evaluation and quality improvement planning processes, including the use of key performance indicators to inform the process more effectively; and
- the more effective use of key stakeholder feedback to inform the evaluation of the impact of the provision on the participants.

The arrangements for safeguarding were also included.

## **Key findings**

The inspection identified the following key findings:

- In line with the quality improvement plan, the project promoter has enhanced its focus on delivering on key performance indicators in order to: increase deaf awareness training; provide more sign interpreter support; and increase recruitment to the project. In addition, the project promoter has implemented a process of regular review and reflection by the employment advisors which is shared well and to good effect to improve their practice. The staff have been facilitated to participate in well-targeted continuous professional development and session observations have been introduced to good effect, with sound feedback provided to the employment advisors. The full impact of the work is demonstrated in the very good outcomes for the participants.
- The project promoter has introduced a good range of approaches to obtain feedback from participants on the quality of the provision, including end-of-course evaluations and face-to-face interviews. The feedback obtained has been used effectively to improve the provision, such as the introduction of more local access to job hubs and driving theory classes for participants from rural communities. The project promoter has also engaged well with other disability organisations in order to share best practice. Feedback from the work placement providers, however, needs to be strengthened further to improve and enhance the work placement experiences for both the participants and the work placement providers.

## **Safeguarding**

Based on the evidence available at the time of the quality improvement planning inspection, the arrangements for safeguarding participants reflect broadly current legislation and practice. The project promoter, however, needs to:

- update the safeguarding policies to reflect local legislation, context and practice; and
- amend reporting procedures to ensure that they are consistent and provide clear and transparent guidance to all staff members in relation to safeguarding matters.

## **Overall Outcome**

At the time of the quality improvement planning inspection visit, and in the areas evaluated, Action on Hearing Loss continues to demonstrate a high level of capacity to identify and bring about improvement in the quality of the provision.

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